



## COMPLAINTS POLICY AND PROCEDURE

SCOOSC is committed to providing a safe, stimulating, consistent and accessible service to the children and their parents/carers. We always aim to provide high quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Club's formal Complaints Procedure. Under normal circumstances, the Manager will be responsible for managing a complaint. If a complaint is made against the Manager then Dorset Early Years Childcare Service will be contacted to ask advice as to who should best conduct the investigation. All complaints received will be recorded in detail and kept on file.

### **Stage One**

If a parent/carer has a complaint about some aspect of the club's activities or about an individual member of staff, it will often be possible to resolve the problem simply by talking to the person concerned or to the Manager. We are committed to open and regular dialogue with parents/carers and the Club welcomes all comments on its service regardless of whether they are positive or negative.

In the first instance, parent/carers are encouraged to speak directly to the Manager who will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two will formally come into operation.

### **Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

SCOOSC will acknowledge receipt of the complaint as soon as possible - within three working days at least - and fully investigate the matter within 28 days of receiving your complaint. If there is any delay, the Club will advise the parent/carer of this and offer an explanation. The Manager will be responsible for sending a formal response to the complaint.



If the Manager has good reason to believe that the situation has child protection implications, she will follow the procedure set out in the SCOOSC 'Safeguarding Children Policy'.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed then they will contact the police.

A formal response to the complaint from SCOOSC will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the club's policies or procedures emerging from the investigation. The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

### **Making a complaint to Ofsted.**

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision and they will consider and investigate all complaints received. Please see the Ofsted document 'Concerns and complaints about childcare providers'.

Ofsted can be contacted at:

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Helpline: 0300 123 1231

Website: [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Elissa Alcazar

Reviewed May 2012.